



Dining Services Committee Meeting

April 7, 2021, 2:30 PM

Club Room

Stan called the meeting to order at 2:30 PM.

Present: Stan Zarinsky (Dining Services Committee Chairman), Jean Aronson (RAC Rep), Carolyn Deming, Janice Kimbro, Jim Price, Kathy Vore (Secretary), Chris Wynn (Chef), Theresa Lehman (Dining Services Director), Jennifer Gonzalez (Asso. Dir. Dining Services), Tania Aguirre (Dining Services Manager) and Ashley Ryckman (Grille Manager), Rocco Nenarella (Sub-Committee Representative), and Mike Anderson, successor to Carolyn O'Neill who resigned. Also in attendance was David Mohl, resident guest.

Absent: Gerri Cureton and Louise Cochran.

A quorum was present.

The minutes from the previous meeting were unanimously approved.

Stan opened with the following:

- Gerri Cureton, a regular member of our Committee, is in Plaza West and we all wish her a speedy recovery;
- Received 64 online comments about Dining Services since our last meeting: 51 positive, 9 negative (i.e., service) and 4 intermediate comments (i.e., soup not hot enough). Each reviewer receives a response from Stan or Theresa Lehman. Also received 2 very positive comments about the Grille.
- Jean Aronson suggested soft background music in each Dining Room and also fresh flowers on the tables. The Committee agreed with both of these recommendations which will now be forwarded to the ROC.
- Menu Chat Report by Janice Kimbro: Janice noted these weekly chats continue to be positive and that she has learned a lot about various aspects of dining services. Comments at today's Menu Chat noted the "very good" monkfish served recently.

Theresa Lehman: A Food Forum is set for April 21 at 1 pm. William Cheney of

Cheney Brothers will speak about the meat and fish offerings. That day's Menu Chat will be at 10 am to accommodate the Food Forum.

Dining Room participation for March remained at 181 Dining Room meals vs 198 in apartment meals. Reasons for continued high number of in apartment meals appear to be a combination of "it's habit forming"; residents don't wish to "dress" for dinner; they can spread the food across several meals thus saving on grocery expenses; and, a small percentage continue to worry about COVID-19 despite the 97% vaccination rate within Freedom Plaza. Management is looking at instituting a possible charge of \$2.50 per bag of food unless a resident has a medical reason for in apartment dining. (Angie's Memo the next day noted possible implementation of \$2 per meal bag.)

Mother's Day on May 11 will offer the popular Family Style dinner which can be delivered to a resident's apartment for them to enjoy with family and friends.

Menu photos outside of the Dining Room now include the name of the dish.

In March about 70 Prime Rib dinners were ordered in the Dining Room vs about 35 total of the other entrees, with the exception of Crab Cakes which continue to outsell Prime Rib. The popular Tenderloin entrée on Fridays comes in at 65 orders, followed by Shrimp or Salmon with 40 orders.

Dining Room reservations will continue, even post-pandemic, to minimize wait times at the Dining Room. Reservations may be made through the portal or by phone. Portal technology may be updated to satisfy the need to add and view additional names to the person making a reservation and for those people to be able to see the reservations.

Ashley Ryckman: The Grille is serving between 10 and 20 turkey dinners each Thursday, about half of the pre-pandemic volume.

Jennifer Gonzalez: Two experienced servers are leaving; she is hiring 5 or 6 additional servers. Edmaelle has been promoted to lead server.

Rocco Nenarella, Casual Dining Sub-Committee: Proposed modifications to the Grille's layout, i.e., renovations to the General Store, are on hold to resolve

management issues. Instead, his group will focus on changes that could enhance the casual dining experience for Freedom Plaza residents, including: rearrange existing seating to increase number of possible diners; add artwork throughout the Grille; and, enlarge the General Store by eliminating the alcove that currently houses a large waste receptacle.

Existing and proposed procedures for ordering food: (1) order online or phone for take out and pick up items just inside the Grille was implemented previously based on an earlier proposal; (2) propose placing an order at the counter, receive a pager, and wait in the Atrium until order is prepared for pick up; (3) also propose, if eating in the Grille, that an order be placed, and receive a number to be placed on the table to facilitate Staff more easily delivering food.

The next meeting is set for the Club Room, Wednesday, May 5, 2:30 PM.

The Meeting was adjourned at 3:38 PM.

Respectfully submitted,

Kathy Vore, Secretary
Dining Services Committee



Casual Dining Sub-Committee Minutes
April 28, 2021 10:30 am
Club Room

Rocco called the meeting to order at 10:30 am.

Present: Rocco Nenarella, Susan Scott, Judy Schmidt, Kathy Vore, and Theresa Lehman.

Absent: Ashley Ryckman, Joan Macholl.

A quorum was present. Minutes of the previous meeting were approved via email.

Rocco opened the meeting by introducing proposed Dining Committee Changes.

1. Put on hold major capital modifications to grill.
2. Focus on minor changes that could enhance the total casual dining experience for Freedom Plaza residents.
3. Issues to review or consider are:
 - a. add artwork throughout the grill.
 - b. rearrange seating.
 - c. enlarge grocery store area by eliminating alcove where current waste barrel is located and relocate barrel.
4. Ordering procedures for grill. Three scenarios to consider.
 - a. order on portal or by phone and pick up at entrance to grill.
 - b. place order at counter to carry out and given a pager to wait in atrium until order is completed.
 - c. place order at counter for consumption in grill and be given a number to be placed on table to facilitate delivering order when completed.

Questions and discussion about the above statements followed. All were in agreement to work toward implanting the ideas.

Rocco asked for verbal commitments from committee members to return to this committee for the next year. Rocco, Susan and Judy all agreed to return.

Rocco adjourned the meeting and announced the next meeting would be May 26, 2021 at 10:30 am in the Club Room.

Respectfully submitted,

Susan Scott
Secretary